

Muhammad Noman Ansari

Mobile: +92 331 3777 200
noman_ansari@yahoo.com
Karachi, Pakistan

EXECUTIVE SUMMARY

IT Professional | IT Service Management | Project Management | ICT Team Lead | ICT Process & Development | IT Asset Management | Service Desk | ICT Customer Support

IT Service Professional with nearly 10+ years of IT Experience in Manage and Support Services. Comprehensive understanding of ITIL/ITSM frame work. Align scope ITIL processes to the ISO 2000 Standard (Incident, Problem, Change, SLM, Capacity & Availability, Continuity, Supplier, Release & Deployment). Monitor day to day operations, SLA & KPI's of assigned operations and roll out teams.

Great experience with strong analytical, attention to details and well developed time management, problem solving, organization, communication and interpersonal skills honed throughout work history.

Dynamic career with strong leadership, problem-solving, planning, team building, project management and mentoring skills. Recruit, develop, motivate and Project coordination abilities.

CORE AREAS OF EXPERTISE

✓ Team Leading Expertise + ITIL certified	✓ Team Building & Leadership
✓ IT Strategy & Execution	✓ Tact to deal with multicultural personnel
✓ Strong Project coordination abilities	✓ IT Delivery & Project Management
✓ Leading Edge Software Deployment	✓ Vendor & Contract Negotiations
✓ Organizational Design & Restructuring	✓ Involved in Process Improvements

PROFESSIONAL DEVELOPMENT (COURSES AND CERTIFICATIONS)

- **(ITIL® Expert)** Certified ITIL ® v3 Expert
- **(ITIL® MALC)** Managing Across The Lifecycle Certificate
- **(ITIL® PPO)** Planning, Protection and Optimization
- **(ITIL® SOA)** Service Offerings And Agreements
- **(ITIL® OSA)** Operational Support and Analysis
- **(ITIL® RCV)** Release, Control & Validation
- **(ITIL® ITILF)** Foundation Certificate in IT Service Management
- **PMP** Advance training 2009
- **(MCSA)** Microsoft Certified Solutions Associate
- **(MCP)** Microsoft Certified Professional
- **(MCSE)** Microsoft Certified Systems Engineer
- **(MCSA)** Microsoft Certified System Administrator
- **(MCTS)** Microsoft Certified Technology Specialist
- **(MCSAM)** Microsoft Certified Systems Administrator Messaging

PROFESSIONAL EXPERIENCE

QUINTICA GULF IT SERVICES L.L.C – U.A.E

(Nov 2014 --- May 2019)

ICT Service Lead - ICT, Abu Dhabi, U.A.E

Responsible and Accountable for ICT Operation Services (Site Based) and maintain system documentation, executes & implementation, IT Asset Management record and gives support for different Plat forms.

Responsible for:

- ⇒ Manage the IT Services for Emergency Response Centre (Site Based), and act as Lead to look after the all IT Operational services as well as manage the IT Asset Management.
- ⇒ Align scope ITIL processes to the ISO 2000 Standard (Incident, Problem, Change, SLM, Security, Capacity & Availability, Continuity, Supplier, Release & Deployment).
- ⇒ Conduct detail analysis of problems, troubleshoot and match with relevant SLAs to provide relevant solution.

- ⇒ Liaise and effectively work with ICT teams to meet Business Needs and Quality.
- ⇒ Actively monitor Gartner Reports and WhitePapers to proactively test and fix vulnerabilities by coordinating with Applications, Security and Database Teams.
- ⇒ Advice senior executives on roles and responsibilities, accountability around process ownership.
- ⇒ Monitor day to day operations, SLA & KPI's of assigned operations and roll out teams.
- ⇒ Migrate system to windows 10 with update office 2016/365
- ⇒ Establish effective relationship with other business functions to position IT as a proactive and valuable business partner
- ⇒ Install and configure the Azure
- ⇒ Manage the Filer server for storage purpose
- ⇒ Improve existing IT infrastructure.
- ⇒ Maintains system documentation executes implementation and gives support for different platforms.
- ⇒ Monitor SLA impacts when resolving a case, do not HOLD onto a case if resolution could impact SLA.
- ⇒ Work to a high productivity target, managing the case workloads in the appropriate manor.
- ⇒ Prepare and maintain long and short term IT business strategy and plan.
- ⇒ Support and bring improvement in existing IT systems.
- ⇒ Create awareness and culture of adaption through people management and leadership skill.
- ⇒ Engage and appoint business partners for timely and effective support.

IMEDIA INTEGRATED MEDIA SOLUTIONS L.L.C (IMEDIA) – U.A.E

ALROEYA NEWS PAPER

(Oct 2008 --- Nov 2014)

Technical Support Engineer – Information Technology – Dubai, U.A.E

Responsible for conceptualizing and implementing information technology systems and deploying necessary infrastructure in line with overall business strategy

Responsible for:

- ⇒ Define and establish a management framework at executive level in line with the Service Management System.
- ⇒ Align scope ITIL processes to the ISO 2000 Standard (Incident, Problem, Change, SLM, Security, Capacity & Availability, Continuity, Supplier, Release & Deployment).
- ⇒ My expertise lie in the field of ITIL process design, analysis and implementation, with a strong emphasis on improvement projects relating to best practice and ISO/IEC 2000.
- ⇒ Monitor day to day operations, SLA & KPI's of assigned operations and roll out teams.
- ⇒ Defining and concluding Service Level Agreements
- ⇒ Lead a portfolio of Business IT projects, set up governance system to ensure proper control over the workings and ensure execution as per the agreed plans.
- ⇒ IT investment decisions including development, delivery and obtaining buy-in of Executive Committee on IT budget plans.
- ⇒ Analyze business requirements by proactive engagement with stakeholders and transform and fulfill their needs by providing cost effective IT solutions.
- ⇒ Identify functional best practices, key trends and thought leadership to drive continuous improvement in productivity without compromising quality
- ⇒ Keeping in mind the future objectives of the organization, identify and develop talent pipeline

Key Achievements:

- ⇒ Demonstrated superior performance in all assigned job profiles.
- ⇒ Displayed abilities in handling problems as opportunities and dealing with difficult challenges.
- ⇒ Carried out career growth by using the knowledge gained from previous experiences and by upholding dedication and commitment in work profile.
- ⇒ Recognized as a quick learner who can easily understand and adapt company processes.

ESQAURE PRIVATE LIMITED – PAKISTAN

(Nov 2006 --- Apr 2008)

Customer Support Executive – Karachi, Pakistan

Responsible for:

- ⇒ Ensured highly effective and efficient solutions to clients in Pakistan.
- ⇒ Deliver world class customer service and build customer satisfaction and loyalty.

- ⇒ Provide assistance to System Support Staff for operational problems.
- ⇒ Led a core team of professionals consisting of top end business analysts and external product consultants to ensure smooth transition to the new IT solutions in accordance with the business strategies.
- ⇒ Managing the training and development of users both internal and external for effective utilization of infrastructure and business systems.
- ⇒ Recognized as a quick learner who can easily understand and adapt company processes.
- ⇒ Planning, designing and implementing IT Infrastructure keeping view the cost constraints of client.
- ⇒ Coordinating with senior management team of clients for assessment of their needs and required support levels.
- ⇒ Provide trouble-shooting services to the client's 7 x 24.

MARSON USA CORPORATION – PAKISTAN
(Jul 2004 --- Jun 2006)
Technical Customer Services – Karachi, Pakistan

Responsible for:

- ⇒ Ensured highly effective and efficient solutions to cooperate clients in Pakistan.
- ⇒ Compose correspondence/reports for own or manager's signature
- ⇒ Arrange essential mail in priority action order for boss
- ⇒ Update and chase delegated tasks to ensure progress to deadlines
- ⇒ Maintain procedures manual to ensure consistent performance of routines
- ⇒ Process replies on own initiative or from bosses' dictation or notes
- ⇒ Recommend management action to improve standard operating procedures. Present comparisons on costs, risks, and benefits
- ⇒ Provide all level support as required.

PROJECT

Quintica Gulf IT Services L.L.C

Project for Emirates Nuclear Energy Corporation (ENEC):

- Emergency Response Center (ERC) Project – Successfully implemented it by installing & configuring systems / IP phones / printers within strict time frames.
- Successfully deploy Assets management procedure for this site.
- Successfully implemented System setup with networking as well as support Wall screen with connects our domain systems.
- Successfully upgrade the system to windows 10 with MS office 2016/365.
- File Server Manage for Storage Backup.
- Making sure Clickshare USB, Screen and sound system are functional.
- Apply SAP configuration successfully in order to test some module of SAP for ENEC systems.
- Auditorium Wall screen & LED monitor are operation during Drill & presentation days.
- Training provided to WPO and end user's.

I-Media Integrated Media Solutions L.L.C

- Project scope & my responsibilities cover to:
- Provide systematic, disciplined & analytical solution to requirements definition.
- To successfully deploy Windows Platform in the organization.
- Install OS, application software & Basic diagnostics of hardware & software.
- Decommission, Re-commission IT, Installation, Rollout.
- According to ITIL Standard to make sure the all things is going too smoothly.
- Work on complex configuration backbone/ IP Network issues to manage within the set KPI'S
- Provide first level support to all Windows PC users regarding computer related problems & Inquiries.

EDUCATION (ACADEMIC AND PROFESSIONAL)

- **M.A**, Master in Arts (Economics & Finance), University of Karachi, Karachi, Pakistan
- **B.Com**, Bachelor of Commerce, University of Karachi, Karachi, Pakistan
- **Certificate** in Information Technology (**ONWIRE**), Karachi, Pakistan
- **MCSE**, Microsoft Certified Systems Engineer
- **PMP**, Project Management Professional